

Housing Briefing July 2002

Collecting Rent

Our target is to collect 100% of the rent due to the council.

The table below shows the position at the end of June:

	2001/2	April	May	June
Current rent arrears	177,244	186,014	179,247	183,108
Former rent arrears	145,394	147,259	149,326	150,593
Total rent arrears	318,638	333,273	328,573	333,701

Anyone who is in arrears with their rent is contacted early on by a Tenancy Liaison Officer to encourage payment and give information on how to contact the CAB for money advice. If this doesn't work we will serve an eviction notice and take the case to court.

The TLO's took 8 cases to court in June to help deal with rent arrears.

Letting Properties

We aim to let homes in 4 weeks of them becoming empty. If properties are empty we receive less money in rent and the void properties aren't helping us meet housing need.

At the end of June we had 25 empty properties being made ready to let.

Another 58 properties were empty because they were waiting for substantial planned works or options appraisal. These include 4 where we need to remove TUNSTALL equipment. This contract has now been finalised and these homes will become available for letting shortly.

We let 13 homes in June. The average time it took us to let these properties was 80 days.

Dealing with Homeless Applications

2 People came to us in June as homeless. Both applications were determined as homeless within 33 days.

No one was placed in Bed and Breakfast accommodation in June by Housing, although 3 families were placed in Bed and Breakfast by Social Services.

New Housing Applications

61 People applied to go on the housing register in June. The total number of people on the housing register is now 956.

Nominations to Housing Associations

One of the ways the council can help meet housing need is to nominate people from the Housing Register to Housing Associations for accommodation they have available to let.

In June 11 nominations were made and all 11 were accepted for re-housing.

Right to Buy Applications

18 applications were received from people who wished to buy their council home in June and 4 properties were sold.

Sheltered Housing Service

100% of tenants in Sheltered Housing were visited at least 5 times every 10-day period during June.

98.46% of call to the CCU were answered within 60 seconds.

Repairs

In May we dealt with 1027 repairs with 90.17% of emergency repairs completed in the target time (1-3 days) and 67.17% of non-urgent responsive repairs done within the target time (9-56 days).

99.04% of customers were satisfied with the manner of the tradesman who did the repair work. 94.23% of customers reported that their repairs were done satisfactorily. 64.42% of customers reported that the contractor completed the work when requested.

Planned Maintenance and Improvement Programmes

Contract 9 is currently running and on target for June.

Contract 10 in Woodville and Lower Midway is currently being negotiated with Trent Force.

The replacement boilers and heating installation contract for 227 properties in the district is running to programme.

Negotiations with Harvey & Clarke Ltd. for replacement kitchens have been completed in June, with the contractor preparing kitchen surveys.

Tender documents are being worked on for replacement bathrooms in Willoughby House.

The Stock Condition Survey is being worked on with the final report due in July 02.

Councillor Enquiries

The table below shows the performance in dealing with member enquires and service requests:

	April	May	June
Number received	6	31	14
% dealt with in target time	83%	68%	36%

Managers will be working hard to improve performance in this area.

Tenant Participation

In June 25 tenants attended training/consultation meetings.